

Questions asked by Vendors (9/17/19 & 9/19/19):

1. Will our organization be contacted if we are being audited?
 - a. Yes, BHD gives a three-day notice for an announced visit and if it is unannounced you will not receive an advanced notice but will receive a letter upon BHD Representative arrival.
2. DHHS RFI issue Oct 4, due Oct. 25th?
 - a. DHHS issued the RFI on October 4, 2019 and all information is due October 25, 2019
BHD issued their RFI on September 1, 2019 and all information is due October 11, 2019
3. How is the daily rate affected for Fee For Service Contracts?
 - a. For every fee for service agreement a daily rate is already defined and identified with the FFS Agreement
4. How are we notified about our performance measures? Do we develop this with BHD?
 - a. Usually existing Agencies will be involved with identification, setting standards and rolling out of these measures, once your program is identified for performance measures.
5. Is purchase of service same as fee for service?
 - a. No, Purchase of service has contract or finite amount in the contract that limits the payment of costs over that amount. However, Fee for service is paid on units authorized with no amount limit.
6. What is the definition of property? Is there a \$ limit?
 - a. Under a POS, any property that is purchased with program funds and a value of \$500 or more must be declared to BHD. There is a form that must be submitted to BHD that list all of the property that meets this requirement.
7. Is the 5% excess retention for nonprofits applicable to POS and FFS contracts?
 - a. Yes, Surplus/excess for nonprofit agencies is applicable to both for POS (rate-based Contracts only) and FFS contracts.
However, this surplus/excess cannot be budgeted as a billable expense for POS contracts.
8. Can you please discuss creating business or company email address?
 - a. Agency need to approach any web hosting company or Domain registrar, there are many in public domain (search over the internet) who can help you register your domain name (usually name of the website if you want to create one) and then host it for you and part of that will enable you to get an email service with your agency /website name.
9. Regarding Payor of Last Resort: Is insurance (commercial or Medicaid) billed prior to submission of Wrap invoices via synthesis? Is WRAP no longer considered a HMO under Medicaid?

- a. The Vendors are supposed to invoice the youth's insurance first, however for mental health services, Wraparound becomes the payor when the youth is enrolled.
 - b. Yes, Wraparound is considered an HMO.
- 10. Provider connect if an individual cannot get a new password from the help desk because email issues- who should we contact to make the changes to use provider connect?
 - a. For security reasons, Milwaukee County policy requires that all Avatar/Provider Connect users have an active email account that login credentials can be sent to directly. The Help Desk (1-855-400-0797) will confirm this email address on the phone and send updated credentials to the email address on the account in real time. If an active email account is not valid, a BHD IT/Informatics team member can request authorization from a CARS Manager, who would send an email to the BHD IT/Informatics email address.
- 11. If staff/ employees have access to provider connect, are they able to see billing and reimbursement rates for clients when they go in to complete notes? If yes, how do we revoke their provider connect access?
 - a. Yes, they can. If a person is no longer employed or no longer has a business need for access to Avatar/ProviderConnect, that information should be submitted to BHDImpaneling@milwaukeecountywi.gov in a Drop Form.
- 12. Why is there always an issue with provider connect? Provider connect always has issues with password resets and many other things. It will glitch and everything you're working on will be gone. It is not very efficient. Documents should automatically save while you are working?
 - a. Avatar/ProviderConnect passwords automatically prompt a user to reset every 90 days, for security reasons. Users are prompted to reset their password in advance of that expiration date, but if the opportunity is missed and the password expires, the user should contact the Help Desk (1-855-400-0797).
 - b. For security reasons and to adhere to BHD best practices, timeout due to inactivity is currently set at 20 minutes. Both Avatar and ProviderConnect will warn the user prior to the system timing out. These alerts were added to the system to ensure that the user remains logged in and work is not lost. In addition, users must use the latest browser version listed on the Milwaukee County/BHD Avatar education web page.
- 13. Will the RFI require a board approved "authorization to file"? If yes, can this be done via email vote? We do not have a Board of Directors meeting in the time frame that the RFI is available.
 - a. Yes, we do not dictate how the decision was made to give an Associate the authority to negotiate and sign a contract with Milwaukee County, just that the form be completed and signed by an authorized officer of member.
- 14. For excess \$ above the 5%- can a repayment plan be requested or is it full payment due with the audit?
 - a. A repayment plan is always an option if a recovery letter from Contract Administrations is received by the Provider agency. After Contract Administration

reaches an agreement with the Provider, the Provider will be asked to enter into a written installment agreement.

15. Can we get these handouts electronically?

a. **Yes, they will be posted by October 15, 2019**

16. Does the 5% profit limit apply to all fee for service contracts, including case management where funding may be State and Federal as well?

a. **Yes**

17. With trauma- focused treatment being extremely important for our clients why are providers that are trained in trauma- resolution modalities not being allowed to join the network?

a. **Providers with specific therapeutic specialties are considered an asset to the population we serve, so there would be an attempt to have that provider come into the network. However, often times these providers are met with challenges at the contracting process.**

b. **Additionally please be aware that network expansion is based on the current identified service gaps and the needs of the BHD network.**

18. If the business (CCS + CSP) does not have contact with other business do they have to complete the “community business development partners” Milwaukee county commitment to contract with TBE form?

a. **If your company is certified as one of the following, then you should complete the TBE form.**

_____ **DBE by the Wisconsin Unified Certification Program certifying partners**

_____ **MBE by State of Wisconsin DOA**

_____ **WBE by State of Wisconsin DOA**

_____ **SBE by SBA Federal Size Standards, NAICS and registered in SAM**

_____ **SBE by Milwaukee County**

19. On a fee for service contract- is there a limit to the % of administrative costs?

a. **No, the administrative fee restriction depends on the type of audit submitted. If a Program audit is submitted a 10% limit will apply. However, if an Agency-wide audit is submitted, DHHS will look for reasonableness of the admin expenses and the method used to calculate the administrative expense.**

20. The 5 million insurance coverage, is this for residential and or is this required for outpatient to?

a. **The minimum Umbrella insurance requirement has been reduced to \$1,000,000 (in the final version of the contract) and is required for all Agencies who contract with Milwaukee County, DHHS and/or BHD.**

21. Bonfire: We do not see the documents (desk review) when we open up the email. Where do we click to see forms?

a. **You must have received the invite from Bonfire as it is an invite only request and when you are actually signed into Bonfire using your ID and password you will look**

under the “my opportunities” tab and there you will see the RFI and the documents being requested.

22. What prompts an audit? How much income? Can \$1500 late fee be waived? What determines if a waiver is given?

- a. If your Agency receives \$100,000 or more from Milwaukee County a financial audit will be required.

There are very few circumstances where the financial audit can be waived, one example is Economic Hardship when the Audit Fee is more than 5% .

23. Do we need workers comp. on employees who already have a disability insurance policy?

- a. If your contract staff has worker’s compensation insurance already, your agency would not need to get additional worker’s compensation insurance for them, however they would need to show evidence of the worker’s compensation insurance that the contracted staff has.

24. For the 2020 RFI’s (desk review) due October 11, are budgets needed for fee for service contracts?

- a. Your Agency will only need to submit a budget if they are currently under a Purchase of Service Contract.